AMES - Consolidated Information Technology Services 2 (ACITS2) CONTRACT (NNA08AF13C) TASK ORDER DOCUMENT (TOD)

This document is used to define, budget, and approve Tasks for work to be performed under the Ames ACITS2 Contract.

SECTION A – TASK SCOPE AND GENERAL INFORMATION
(This section to be completed by Task Requester)

A.1 GENERAL TASK INFORMATION

This Statement of Requirements is intended to (check one):

__X__ Initiate a new Task _363.000.2_

_____ Modify existing Task Number _____

Task Title: Mission Design Division Support

Planned Start Date: October 1, 2010   Planned End Date: November 30, 2010

ACITS2 SOW Reference C.1.1

A.2 PURPOSE AND DESCRIPTION OF TASK
(Briefly, please describe in general terms the ACITS2 task requirements, including the goals of the task.)

This task is to provide technical support for the Fundamental Biology and Biomolecular Physics and Chemistry Programs, the Nanosatellite Mission Office and supporting engineering (RE) and design/research (RD) branches at NASA/Ames Research Center. In addition this task will provide support to the Mission Design Center (MDC) systems by ensuring network stability, database administration and data exchange integrity, as well as to perform general systems maintenance and timely MDC software installation and upgrades.

The task is expected to maintain supported systems and building wide resources, such as printers and servers. For the supported systems this represents the system administration tasks to ensure that the systems are available to the users at a high percentage of uptime. The support may require increased coverage in times of pre-launch and post-launch of missions. These system administration tasks include:

* OS installations, upgrades, patching, FDCC and CIS compliance
* Application software installation, upgrades, and patching to an extent, depending on system and user needs
* Troubleshooting system and application problems
* User support including support for students, interns, collaborators from other centers as well as visitors
* User account management
* Support for new hardware acquisition

- Coordination with Center and Agency wide computer service providers (mail, network, etc.) for resolution of problems
- Regularly scheduled backups
- Maintenance for existing and any future group and development servers
- Maintenance of computer security
- Coordination of network installations, add, moves and changes

Seminar series support will include:
- Identification of AV requirements of seminar speakers
- Equipment availability
- Videotaping

Videoconference support will include:
- Coordination with participants and Multipoint Controller Unit (MCU)
- Media support to participants
- Maintenance of equipment with software upgrades as they become available

Special Requirement:

MDC Systems Support
The task will be required to support the MDC on a 24x7 rotation approximately one month out of the year. During this time, the response time will be set at one hour. At all other times, the regular support model should apply.

System Coding Support
The task will provide system level coding support as requested, to the MDC. This will include meeting with the MDC groups to understand the requirements of the design and coding effort and providing an estimate of the effort. After review and approval of the requirements and eff

A.3 GOVERNMENT FURNISHED EQUIPMENT (GFE)

Government will provide all appropriate equipment and software necessary for the performance of this task unless otherwise noted in this task order. The contractor in accordance with the contract can acquire equipment not presently available as GFE. Equipment identified as task unique will be expensed to the task in accordance with ACITS2 accounting policy, and will be defined as GFE in the Government inventory. All other equipment purchases will be depreciated and be contractor property.

The contractor shall follow NASA Ames rules regarding movement and assignment of government owned equipment and ODIN supplied equipment and provide information upon request for the following:

- Property Assignments
- Property Location
- Unused equipment

A.4 SECTION 508 OF THE REHABILITATION ACT REQUIREMENTS

This Task Order Document (TOD) may contain requirements for products and/or services which are subject to Section 508 of the Rehabilitation Act, Electronic and Information Technology (EIT) Accessibility (ref: http://www.section508.gov

). The contractor and sub-contractors must propose EIT products and/or services that meet the applicable accessibility standards as identified below or provide justification for not meeting standard.

If known, identify within each accessibility standard identified below, the item(s) which will be obtained for successful completion of this task:

       36 CFR 1194.21 Software applications and operating systems
       36 CFR 1194.22 Web-based intranet and internet information and applications
       36 CFR 1194.23 Telecommunications products
       36 CFR 1194.24 Video and multimedia products
       36 CFR 1194.25 Self contained, closed products
       36 CFR 1194.26 Desktop and portable computers
       36 CFR 1194.31 Functional performance criteria
       36 CFR 1194.41 Information, documentation, and support